



Form GSOP 1-PIN (04/98)

STATE OF CALIFORNIA
Department of General Services - Office of Procurement

PURCHASE ORDER

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Purchase Order No. Rev. Date
62406 6/30/2009

Supplier No. 813989	Solicitation No. 57460	Delivery Date As Specified	FOB Point Destination	Invoice Terms NET 45
<i>S h T i o p</i> DEPT OF FISH AND GAME INFORMATION TECHNOLOGY BR 1807 - 13TH STREET #201 SACRAMENTO, CA 95811		<i>C h a T r o g e</i> FISH & GAME A-43 (SAME AS SHIP TO ADDRESS) 1X TO 501 S STREET, STE 3 SACRAMENTO, CA 95811		
Agency Billing 28128	Agency Purchase Estimate PE780014	Purchase Estimate 67540	Revision 8	
Agency Contact ROBERT STUART		Phone 916-327-8331	Date Received	

AAA COMPUTERS AND TECHNOLOGIES
INC
46585 FREMONT BLVD
FREMONT, CA 94538
Attn: AJAY SHAH

Phone: 510-623-7255

Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension
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TERMS AND CONDITIONS:

THE ATTACHED STATEMENT OF WORK CONSISTING OF THREE (3) PAGES IS PART OF THIS AGREEMENT.

ATTACHMENTS:

The following documents are incorporated into this Agreement and may be viewed at the website listed:

1. IT General Provisions, GSPD-401 Revised and Effective 6/21/2006
<http://www.pd.dgs.ca.gov/modellang/genprovit.htm>
2. Information Technology Maintenance Special Provisions Effective 1/21/03
<http://www.pd.dgs.ca.gov/modellang/Maintenance%20Special%20Provisions.htm>
3. Information Technology Software License Special Provisions (Effective 01/21/2003)
<http://www.pd.dgs.ca.gov/modellang/Software%20Special%20Provisions%2001-21-03.htm>

1	1	EA	9091-250-0051-6	SOFTWARE SUPPORT	1,283.0000	1,283.00
2	69	EA	9091-250-0051-6	SOFTWARE SUPPORT	23.1000	1,593.90
3	350	EA	9091-250-0051-6	SOFTWARE SUPPORT	21.9500	7,682.50

Total Value: 10,559.40

Sales and/or use tax to be extra unless noted above

Buyer MARTY ZUBEIDI	Phone 916-375-4435	BOC Number
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California Department of Fish and Game
Information Technology Branch

STATEMENT OF WORK

BlackBerry T-Support

This Statement of Work ("Agreement") reflects the services to be provided by (Contractor Name), hereinafter referred to as the "Contractor," for the Department of Fish and Game, and hereinafter referred to as the "State".

SCOPE

The Contractor will provide BlackBerry T-Support Level Tx2 for the State BlackBerry Enterprise Servers and the BlackBerry Handheld devices in use by the department. BlackBerry T-Support Level Tx2 includes the following services:

- 24x7 Telephone Support
 - BlackBerry technical experts are available to address support issues as they arise. Tx2–Tx5 customers can access these experts 24 hours a day, seven days a week.
- Email Support
 - Email support is managed in the same way as telephone support. RIM technical experts are available to assist during the support hours that correspond with the subscription level. With Tx2–Tx5 customers receive 24x7 email support.
- Four named callers
 - Named callers are the BlackBerry experts within the State that are designated to escalate issues to BlackBerry Technical Support. The State named callers are:
 - Robert Stuart
 - Steve Hemenez
 - Erica Richins
 - Vance Fryer
- BlackBerry Enterprise Server Support
 - Ability to work directly with BlackBerry Technical Support experts to resolve technical issues related to BlackBerry Enterprise Server and gain insight into simplified management and centralized control of BlackBerry deployment.
- Support for BlackBerry Connect
 - BlackBerry Connect technology allows leading handset manufacturers to integrate key BlackBerry functionality, including push email, into devices.

- Software Releases
 - Free BlackBerry Enterprise Server software releases and support during the upgrade process will enable the State to make use of the most up-to-date tools and functionality the BlackBerry Enterprise Solution has to offer. These releases will be available via BlackBerry's support site.
- Enhanced Technical Knowledge Center
 - Receipt of all the features and benefits of online support in the standard BlackBerry Technical Solution Center, with the addition of online self-service support within the Enhanced Technical Knowledge Center (TKC). Upon signing into the Enhanced TKC, the State will gain access to:
 - BlackBerry Enterprise Server software upgrades available via support site.
 - My Service Requests, an online tool that will allow the creation, search and viewing of the status of support tickets that the State has opened with BlackBerry technical support. Also available will be the capability to edit and/or close any of the existing tickets.
- Blackberry Enterprise Server Advanced Administrator Training
 - BlackBerry Enterprise Server Advanced Administrator Training helps the State to manage the BlackBerry Enterprise Solution deployment more efficiently and improve the experience of the BlackBerry smartphone users. With Tx2 subscription, the State can take advantage of a reduced rate on a one-day open session. A second day of training is available at a reduced rate.
- Patches and Fixes.
 - The State shall be notified by the Contractor of all patches and software upgrades mentioned above and such patches and version upgrades shall be distributed via electronic download as soon as they are publicly released.

PERIOD OF PERFORMANCE

The term of this Agreement will be twelve (12) months, effective upon the Agreement start date or upon the date the Purchase Order is signed, whichever is later.

BILLING INFORMATION

The Contractor shall submit invoices (including the purchase order number) to the following address:

ITB Payments
1807 13th Street, Suite 201
Sacramento, CA 95811

POINTS OF CONTACT

Contractor Primary Contact:

AAA Computers
46503 Fremont Blvd.
Fremont, CA 94538
Ph: 510/623-7255
Fax: 510/623-7475
E-mail: ajay@aaacompu.com

State Primary Contact:

Robert Stuart
1807 13th St Street, Suite 201
Sacramento, CA 95811
Phone: 916.327.8331
Fax: 916.323.1431

Please forward renewal notices to the attention of the State Primary Contact.

TERMINATION

The State shall have the right to terminate maintenance upon delivery of written notice at least thirty (30) calendar days prior to any scheduled renewal date.